



**CONSULTING AND TECHNICAL SERVICES (CATS)
TASK ORDER REQUEST FOR PROPOSALS (TORFP)**

**MARYLAND PENSION ADMINISTRATION
SYSTEM (MPAS)
PROGRAM MANAGEMENT SERVICES
CATS TORFP PROJECT G20P7200021**

STATE RETIREMENT AGENCY

ISSUE DATE: NOVEMBER 21, 2006

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KEY INFORMATION SUMMARY SHEET

This Consulting and Technical Services (CATS) Task Order Request for Proposals (TORFP) is issued to obtain the services necessary to satisfy the requirements defined in Section 2 - Scope of Work. All CATS Master Contractors approved to perform work in the functional area under which this TORFP is released are invited to submit a Task Order (TO) Proposal to this TORFP. All Master Contractors must complete and submit a Master Contractor Feedback form via the CATS web site regardless of whether a TO Proposal is submitted or not. The form is accessible via, your CATS Master Contractor login screen and clicking on TORFP Feedback Response Form from the menu. In addition to the requirements of this TORFP, the Master Contractors are subject to all terms and conditions contained in the CATS RFP issued by the Maryland Department of Budget and Management (DBM), Office of Information Technology (OIT) and subsequent Master Contract Project Number 050R5800338, including any amendments.

TORFP Title:	MPAS Program Management Services
Functional Area:	FA-5 Software Engineering
TORFP Issue Date:	November 21, 2006
Closing Date and Time:	December 8, 2006 @ 4:00 p.m. Eastern Time
TORFP Issuing Agency:	State Retirement Agency
Send Questions and Proposals to:	Cathie Nash procurement@sra.state.md.us
TO Procurement Officer:	Cathie Nash Office Phone Number: 410-625-5656 Office FAX Number: 410-468-1704
TO Manager:	Anne Budowski Office Phone Number: 410-625-5653 Office FAX Number: 410-468-1710
TO Project Number:	ADPICS Purchase Order Number G20P7200021
TO Type:	Time and Materials with a Not-to-Exceed Amount
Period of Performance:	One year base plus three (3) one-year options
MBE Goal:	None
Small Business Reserve (SBR):	Yes
Primary Place of Performance:	See Section 1.10
TO Pre-proposal Conference:	None

SECTION 1 - ADMINISTRATIVE INFORMATION

1.1 RESPONSIBILITY FOR TORFP AND TASK ORDER (TO) AGREEMENT

The TO Procurement Officer has the primary responsibility for the management of the TORFP process, for the resolution of TO Agreement scope issues, and for authorizing any changes to the TO Agreement. See TORFP Section 2.10 for information on change orders.

The TO Manager has the primary responsibility for the management of the work performed under the TO Agreement; administration functions, including issuing written directions; ensuring compliance with the terms and conditions of the CATS Master Contract; and, in conjunction with the selected Master Contractor, achieving on budget/on time/on target (e.g., within scope) completion of the Scope of Work.

1.2 TO AGREEMENT

Based upon an evaluation of TO Proposal responses, a Master Contractor will be selected to conduct the work defined in TORFP Section 2 - Scope of Work. A specific TO Agreement, Attachment 2, will then be entered into between the State and the selected Master Contractor, which will bind the selected Master Contractor (TO Contractor) to the contents of its TO Proposal, including the price proposal.

1.3 TO PROPOSAL SUBMISSIONS

The TO Procurement Officer will not accept submissions after the stated date and exact time. The time will be local time as determined by State Retirement Agency's (SRA) e-mail system time stamp. The TO Proposal is to be submitted via e-mail as two attachments in MS Word format. The "subject" line in the e-mail submission shall state the TORFP # G20P7200021. The first file will be the TO Proposal technical response to this TORFP and titled, "CATS TORFP # G20P7200021 Technical". The second file will be the financial response to this CATS TORFP and titled, "CATS TORFP # G20P7200021 Financial". The proposal documents that must be submitted with a signature, Attachment 3 - Conflict of Interest and Disclosure Affidavit, must be submitted as .PDF files with signatures clearly visible. The total size of the email attachments (combined) shall not exceed 2 megabyte.

1.4 eMARYLANDMARKETPLACE FEE

COMAR 21.02.03.06 requires that each Master Contractor that wins a TO Agreement under this TORFP pay a fee to support the operation of eMarylandMarketplace. The fee will be due on each TO Agreement that exceeds \$25,000. The applicable fee will be based on TO value, including any options. Contractors shall pay the fee as provided by COMAR 21.02.03.06 and in accordance with guidelines issued by the Maryland Department of General Services. A copy of COMAR 21.02.03.06 and the guidelines issued by the Maryland Department of General Services can be found on the eMarylandMarketplace web site at www.eMarylandMarketplace.com.

The rate(s) or price(s) of the proposal/bid shall include the appropriate fee as per the COMAR 21.02.06.03 fee schedule. Fees may not be quoted as a separate add-on price. A total TO Agreement value that is other than an even dollar amount will be rounded to the nearest whole dollar to determine the appropriate fee level. For example, a total TO Agreement value of \$50,000.49 will be rounded to \$50,000 and a Level 1 fee will apply. A total TO Agreement value of \$50,000.50 will be rounded to \$50,001 and a Level 2 fee will apply.

1.5 CONFLICT OF INTEREST

The TO Contractor awarded the TO Agreement shall provide IT technical and/or consulting services for State agencies or component programs with those agencies, and must do so impartially and without any conflicts of interest. Each Master Contractor shall complete and include a Conflict of Interest Affidavit in the form included as Attachment 3 this TORFP with its TO Proposal. If the TO Procurement Officer makes a determination that facts or circumstances exist that give rise to or could in the future give rise to a conflict of interest within the meaning of COMAR 21.05.08.08A, the TO Procurement Officer may reject a Master Contractor's TO Proposal under COMAR 21.06.02.03B.

Master Contractors should be aware that the State Ethics Law, State Government Article, §15-508, might limit the selected Master Contractor's ability to participate in future related procurements, depending upon specific circumstances.

This TORFP requires the TORFP Contractor to assist SRA in managing the Maryland Pension Administration System (MPAS) Program, including the MPAS Step One Project: Modernizing Legacy Technology (MPAS-1 Project) Contract Number 06-10. Offerors shall not have been awarded any prior MPAS-1 Project contract and/or Task Order as a prime or subcontractor. Such involvement by an Offeror shall deem the Offeror ineligible to submit a proposal in response to this TORFP, as either a prime or subcontractor. The TORFP Contractor that is awarded this Task Order shall be precluded from submitting any future proposals related to the MPAS-1 Project, or any future project of the MPAS Program being managed under the terms of this TO.

1.6 NON-DISCLOSURE AGREEMENT

In addition, certain documentation may be required by the TO Contractor awarded the TO Agreement in order to fulfill the requirements of the TO Agreement. The TO Contractor, employees and agents who review such documents will be required to sign, including but not limited to, a Non-Disclosure Agreement (TO Contractor) in the form of Attachment 8 and Exhibit 1 Access To Confidential Information.

1.7 TORFP PERIOD OF PERFORMANCE

The Period of Performance for these services will be for one year beginning with the Notice to Proceed. It is estimated that Contract award will be on or about December 22, 2006.

This TORFP provides for one (1) year plus three (3) additional one-year options with a Not-to-Exceed (NTE) amount equal to the Total TORFP Price proposed in this TORFP Attachment 1, Price Proposal Form to provide the services as specified in this TORFP. The TO Contractor shall provide the services as specified in this TO on a time and materials basis using the labor rates proposed in this TORFP Attachment 1, Price Proposal Form.

1.8 LIMITATION OF LIABILITY CEILING

Pursuant to Section 28(C) of the CATS Master Contract, the limitation of liability per claim under this TORFP shall not exceed the total TO Agreement amount established.

1.9 AGENCY – SUPPLIED SERVICES AND FACILITIES

The Agency will supply work space, access to the networks necessary to connect to the internet, personal computers, reasonable access to copiers, fax, telephone and printers, and incidental office supplies if the Contractor is working at the Agency location as specified in TORFP Section 1.10.

All 'Other Direct Costs' (ODC) such as travel costs (including lodging and meals, parking, long distance phone calls, messenger or overnight delivery services, telefax message costs, administrative costs, overtime, and Contractor personnel or agent costs) are to be included in the Fully Loaded Hourly Labor Rates of this Contract. The Agency will not accept or provide payment for these or any incidental costs.

1.10 WORKING HOURS AND LOCATION

The Contractor personnel identified as working at the State facility shall work during normal business workdays for the State of Maryland between the hours of 8:00 AM to 5:00 PM, local time with the exception of State holidays. The SRA TO Manager shall formally approve any deviations from the required work schedule.

The Contractor personnel working on-site will be at:

120 East Baltimore Street
Baltimore, MD 21202

If SRA's location changes, the Contractor is responsible for providing the goods and services as required in this TORFP to the State at any new location within the State as designated by the SRA TO Manager.

SECTION 2 - SCOPE OF WORK

2.1 PURPOSE AND BACKGROUND

2.1.1 PURPOSE

The Maryland Pension Administration System (MPAS) Step One (MPAS-1) Project, titled “Modernizing Legacy Technology”, is the first step of a multi-step Program to redesign and redevelop the business processes and supporting information technologies for the Agency pension administration business area. MPAS-1 Project is being incrementally developed as ten separate MPAS-1 Project Milestones. (To understand the scope and approach for MPAS and the MPAS-1 Project, download and review a copy of the Request for Proposals for Solicitation Number 06-10 at www.sra.state.md.us/mpas-1/rfp/index.pdf.) The resulting Agreement to this Task Order supports that effort by providing Program Management services to assist the State Retirement Agency (“SRA” or the “Agency”) Project Management Office (PMO) in managing the MPAS Program and MPAS-1 Project. Those services will be provided by supplying one qualified individual to perform the duties and responsibilities of the IT Project Director.

2.1.2 SRA BACKGROUND

The SRA is the administrator of the State Retirement and Pension System (SRPS), an agent multi-employer public employee retirement system established and administered under Divisions II and III of the State Personnel and Pensions Article of the Annotated Code of Maryland. The SRPS provides retirement allowances and other pension benefits to State employees, police, judges, and teachers, as well as employees of participating municipal corporations within the State. The SRPS is a defined benefit plan that includes death, disability, and certain survivorship coverage for individuals.

The SRA implements the objectives set by the Board of Trustees for the SRPS. The Executive Director’s Office is responsible for the executive direction of the System including administrative and investment policy, legislation and legal liaison, and financial affairs. The Administrative Division is responsible for Plan Administration including the payment of benefits, administration of employee contributions, and individual and group membership counseling. The Finance Division is responsible for accounting and financial reporting, budget administration, procurement, and human resources. The Investment Division is responsible for the management, control and investment of the System’s Retirement Accumulation and Annuity Savings Funds. The Internal Audit Division ensures Agency compliance with State laws, rules and regulations, as well as ensuring employer compliance with Agency reporting policies. The Information Systems Division (ISD) is responsible for the design and implementation of new automated management information systems and for maintenance and enhancements of existing systems. The Project Management Office (PMO) is responsible for managing major information technology projects for the Agency.

2.1.3 PROJECT BACKGROUND

The SRA has adopted a strategy to develop the MPAS, a new information system with the functions needed to completely and effectively support the SRA retirement administration business area. SRA anticipates that several projects over a number of years will be required to achieve this vision.

The purpose of the MPAS-1 Project is to establish a new pension administration system and technology architecture capable of:

1. Adapting rapidly to complex changes in pension law;
2. Reducing the risks associated with operating and changing the existing Legacy Pension System (LPS); and
3. Supporting future requirements for business process improvement and enhanced customer service.

Upon completion of the MPAS-1 Project, the Agency has established MPAS data quality as the next issue to be resolved. The MPAS-2 Project objectives are:

- Goal 1: Improve data quality processes
- Goal 2: Clean existing MPAS data
- Goal 3: Improve the employer payroll reporting process

The PMO will work with SRA senior management to identify the project priorities beyond the MPAS-2 Project at the successful completion of MPAS-1. Those priorities are likely to include improving the performance of existing business processes and the improvement of customer self-service capabilities.

2.2 TO CONTRACTOR PERSONNEL DUTIES AND RESPONSIBILITIES

The TO Contractor shall provide a highly qualified Program Manager (“the IT Project Director”) who is certified as a Project Management Professional (PMP) by the Project Management Institute (PMI). The individual provided by the selected TO Contractor shall apply Project Management Body of Knowledge (PMBOK) and State of Maryland System Development Life Cycle (SDLC) standards and methodologies to lead the SRA PMO and the MPAS Program.

The TO Contractor’s IT Project Director shall attend and present the monthly status report to the Board of Trustees for the SRPS and other stakeholders. The IT Project Director shall provide up to 2,400 hours of services at the SRA location each TO year. The proposed Project Manager shall report to SRA management and perform assigned duties including, but not limited to:

- A) Serves in an advisory capacity to the Executive Director, Board of Trustees and senior Agency management staff;
- B) Researches, develops and recommends innovative & strategic IT projects for approval by the Executive Director and the Board of Trustees. Implements procedures and internal controls to ensure compliance with laws, rules and regulations as they relate to IT project management and related development. Defines quality standards for IT strategic projects;
- C) Provides leadership, planning, administration, direction and guidance for all aspects of complex IT projects including project planning, organizational structure requirements, execution, timing, functionality, quality, communication and cost analysis. Establishes and communicates goals and directs IT project team activity.
- D) Responsible for executing all complex IT projects from the original concept through the final implementation as well as ensures that projects are aligned with statewide standards and IT strategies. Assures proper quality standards are maintained during MPAS-1 Project execution and delivery;
- E) Responsible for the efficient and effective use of Agency resources in IT project management;
- F) Identifies and anticipates issues that affect the successful delivery of projects. Facilitates resolution, mitigation, and appropriate escalation;
- G) Assumes primary responsibility for ensuring the timely, accurate and efficient procurement of goods and services required to complete complex IT projects.

2.3 PERFORMANCE EVALUATION AND STANDARDS

TO Contractor personnel will be evaluated by the TO Manager on a monthly basis for each assignment performed during that period. The established performance evaluation and standards are included as Attachment 9.

2.4 MITIGATION PROCEDURES

Should an evaluation of any TO Contractor's personnel indicate poor or non-performance, the TO Manager will pursue the following established mitigation process, prior to requesting that the TO Contractor provide a replacement employee.

- A) All personnel described in the TO Contractor's proposal shall perform continuously for the duration of the TO, and for so long as performance is satisfactory to the TO Manager.
- B) The TO Manager shall give written notice of performance issues to the TO Contractor, clearly describing the problem and delineating remediation requirement(s).
- C) The TO Contractor shall respond with a written remediation plan within three (3) business days and implement immediately upon written acceptance of the TO Manager.
- D) Should performance issues persist, the TO Manager may give written notice or request the immediate removal of person(s) whose performance is at issue, and determine whether a substitution is required.
- E) The TO Manager will determine the amount of time the TO Contractor has to provide a replacement.
- F) The TO Contractor shall provide resume(s) for a replacement. The replacement personnel shall have qualifications equal to or greater than that of the non-performing person initially proposed and evaluated and accepted in the TO Agreement.
- G) The TO Manager shall interview the replacement and notify the TO Contractor in writing of the acceptance or denial of the requested substitution.

2.5 PERSONNEL SKILLS CATEGORY REQUIRED

The proposed personnel assigned to this task shall meet the requirements as set forth in the CATS Master Contract Section 2.12 for the labor category 1, Program Manager.

2.6 DELIVERABLES

Written deliverables must demonstrate due diligence in meeting the scope and requirements. A deliverable must:

- A) Be presented in a format appropriate for the subject matter and depth of discussion.
- B) Be organized in a manner that presents a logical flow of the deliverable's content.
- C) Represent factual information reasonably expected to have been known at the time of submittal.
- D) Present information that is relevant to the section of the deliverable being discussed.

Upon completion of a deliverable, the IT Project Director shall document each deliverable in final form to the TO Manager for acceptance and shall memorialize such delivery in an Agency Receipt of Deliverable Form (Attachment 6) unless otherwise specified in this TORFP. The TO Manager shall countersign the Agency Receipt of Deliverable Form indicating receipt of the contents described therein.

Upon receipt of a final deliverable, the TO Manager shall commence a review of the deliverable as required to validate the completeness and quality in meeting requirements. Upon completion of validation, the TO Manager shall issue to the IT Project Director notice of acceptance or rejection of the deliverables in an Agency Acceptance of Deliverable Form (Attachment 7) unless otherwise specified in this TORFP. In the event of rejection, the IT Project Director shall correct the identified deficiencies or non-conformities. Subsequent project tasks may not continue until deficiencies with a deliverable are rectified and accepted by the TO Manager or the TO Manager has specifically issued, in writing, a waiver for conditional continuance of project tasks. Once the State's issues have been addressed and resolutions are accepted by the TO Manager, the IT Project Director will incorporate the resolutions into the deliverable and resubmit the deliverable for acceptance. Accepted deliverables shall be invoiced within 30 days in the applicable invoice format (TORFP Section 2.9, Invoicing).

The State-required deliverables are defined below. Within each task, the TO Contractor may suggest other subtasks or deliverables to improve the quality and success of the MPAS-1 Project.

2.6.1 PROGRAM MANAGEMENT SERVICES MONTHLY STATUS REPORT

The TO Contractor shall provide Program Management services in assisting the TO Manager and Agency Executive Director with the MPAS Program as specified in TORFP Section 2.2. The IT Project Director shall produce a status report by the end of each month in a Microsoft Word format that contains:

- Vendor name and address
- CATS Task Order Number and Purchase Order
- Date of Report
- Deliverable ID
- Hours worked this period, to-date and remaining
- Brief synopsis of the MPAS Program
- Work accomplished during the reporting period
- Planned activities for the next reporting period

Deliverable(s) = Program Management Services Monthly Status Report. The Agency Receipt of Deliverable Form Attachment 6, shall be submitted for each deliverable. Only one (1) Agency Acceptance of Deliverable Form Attachment 7 will be signed by the SRA TO Manager for each deliverable.

2.6.2 MONTHLY EXECUTIVE PROGRAM STATUS REPORTS

The IT Project Director shall produce a monthly status report in a Microsoft Word format that contains the health and status of the MPAS Program. The IT Project Director shall present to the Administrative Committee and Board of Trustees (except when the Administrative Committee and Board of Trustees are not scheduled to meet) the Monthly Executive Program Status Report. SRA has developed a format that will be used for this report.

Deliverable(s) = Monthly Executive Program Status Report and presentation (Microsoft Word)

2.6.3 DELIVERABLE SCHEDULE

The TO Contractor shall deliver the TO deliverables defined in TORFP Section 2.6 according to the following deadlines:

ID	Deliverable	Expected Completion:
2.6.1	Program Management Services Monthly Status Report	End of each month beginning at NTP
2.6.2	Monthly Executive Program Status Report and Presentation	End of each month beginning at NTP

2.7 REQUIRED PROJECT POLICIES, GUIDELINES AND METHODOLOGIES

The TO Contractor shall be required to comply with all applicable laws, regulations, policies, standards and guidelines affecting information technology projects, which may be created or changed periodically. The TO Contractor shall adhere to and remain abreast of current, new, and revised laws, regulations, policies, standards and guidelines affecting project execution. These may include, but are not limited to:

- A) The State’s System Development Life Cycle (SDLC) methodology at: www.dbm.maryland.gov - keyword: SDLC.
- B) The State Information Technology Security Policy and Standards at: www.dbm.maryland.gov - keyword: Security Policy.
- C) The State Information Technology Project Oversight at: www.dbm.maryland.gov - keyword: IT Project Oversight.

- D) The State of Maryland Enterprise Architecture at www.dbm.maryland.gov - keyword: MTAF Guiding Principles.
- E) The TO Contractor shall follow the project management methodologies that are consistent with the Project Management Institute's Project Management Body of Knowledge Guide. TO Contractor's staff and subcontractors are to follow a consistent methodology for all TO activities.

2.8 CONTRACTOR EXPERIENCE AND CAPABILITIES

The TO Contractor proposed staff must demonstrate a level of experience in program management. The TO Contractor shall document the proposed IT Project Director's experience in the following areas:

- Program and project portfolio management,
- Project planning,
- Scheduling,
- Project monitoring and control,
- Project tracking and oversight,
- Risk assessment and mitigation,
- Team building and leadership,
- Stakeholder relationship management,
- Vendor relationship management,
- Good verbal and written communication skills, and
- Knowledge of IT system development and methodologies.

2.8.1 CONTRACTOR MINIMUM QUALIFICATIONS

The following minimum qualifications are mandatory. The TO Contractor shall be capable of furnishing all necessary services required to successfully complete all tasks and work requirements and produce high quality deliverables described herein. The TO Contractor shall demonstrate, in its proposal, that it possesses such expertise in-house or has fostered strategic alliances with other firms for providing such services.

The TO Contractor for this task shall meet at a minimum the requirements as set forth in the CATS Master Contract Section 2.12 for the labor categories selected in TORFP Section 2.5 with expertise as stated in TORFP Section 2.8.

2.9 INVOICING

- A) Invoices shall be submitted monthly on or before the 15th of the month following receipt of the approved notice of acceptance from the TO Manager. Invoices will reflect costs for hours worked. A copy of the notice(s) of acceptance and certified timesheets shall accompany all invoices submitted for payment. Upon verification and acceptance of the invoices by the TO Manager, payment will be made to the TO Contractor.

- B) Invoice payments to the TO Contractor shall be governed by the terms and conditions defined in the CATS Master Contract. Invoices for payment shall contain the TO Contractor's Federal Employer Identification Number (FEIN), as well as the information described below, and must be submitted to the TO Manager for payment approval. Payment of invoices will be withheld if a signed Acceptance of Deliverable form – Attachment 7 is not submitted.
 - 1) The name and address of the State agency being billed;
 - 2) The vendor name, remittance address, federal taxpayer identification or (if owned by an individual) his/her social security number;
 - 3) The Invoice Date, Invoice Number, Amount Due, the associated CATS Project Number, Purchase Order Number being billed, period of performance covered by the invoice, Task Description and a Contractor Point of Contact (POC) and phone number, hours worked, hours worked to date and hours remaining; and

- 4) Additional information may be required in the future. Invoices submitted without the required information will not be processed for payment until the TO Contractor provides the required information.

2.9.1 INVOICE SUBMISSION PROCEDURE

This procedure consists of the following requirements and steps:

A) The invoice shall identify the SRA as the TO Requesting Agency, deliverable description, associated TO Agreement number, date of invoice, period of performance covered by the invoice, and a TO Contractor point of contact with telephone number.

B) The TO Contractor shall send the original of each invoice and supporting documentation (itemized billing reference for employees and any subcontractor and signed Acceptance of Deliverable form – Attachment 7, for each deliverable being invoiced) submitted for payment to the SRA at the following address:

Anne Budowski
120 East Baltimore Street, 16th Floor
Baltimore, MD 21202

C) Invoices for final payment shall be clearly marked as “FINAL” and submitted when all work requirements have been completed and no further charges are to be incurred under the TO Agreement. In no event shall any invoice be submitted later than 60 calendar days from the TO Agreement termination date.

2.10 CHANGE ORDERS

If the TO Contractor is required to perform additional work, or there is a work reduction due to unforeseen scope changes, or schedule delay the TO Contractor and TO Manager shall negotiate a mutually acceptable price and schedule modification based on the TO Contractor’s proposed rates in the Master Contract and scope of work change. No scope of work modifications shall be performed until a change order is executed by the TO Procurement Officer.

2.11 SECURITY AND CONFIDENTIALITY

- A) The TO Contractor shall comply with and adhere to the Maryland State IT Security Policy and Standards located at http://www.dbm.maryland.gov/dbm_publishing/public_content/dbm_taxonomy/security/prevention/itsecuritypolicies.pdf. These policies may be revised from time to time and the TO Contractor shall comply with all such revisions. Updated and revised versions of the Maryland State IT Policy and Standards are available on-line at www.dbm.maryland.gov.
- B) Security Regarding TO Contractor-owned Computer Equipment. The TO Contractor shall not connect any of its own equipment to an Agency’s LAN/WAN without prior written approval by the State. The State will provide equipment as necessary for support that entails connection to the State LAN/WAN, or give prior written approval as necessary for connection.
- C) The TO Contractor shall provide and fill-out any necessary paperwork for security access to sign on at the State's site if access is needed to the State's LAN/WAN, as directed and coordinated with the Agency Security Manager or the State Contract Manager.
- D) At all times at any facility, the TO Contractor’s personnel shall ensure cooperation with State site requirements which include: being prepared to be escorted at all times, and providing information for wearing the badge in a visual location at all times.

- E) Each person who is an employee or agent of the TO Contractor or subcontractor shall display his or her company ID badges at all times while on State premises. Each such employee or agent upon request of State personnel shall provide additional photo identification.
- F) Security Clearance:
- 1) The Department reserves the right to refuse to allow any individual employee to work on State premises, based upon certain specified criminal convictions.
 - 2) An employee of the TO Contractor who has been convicted of a felony or of a crime involving telecommunications and electronics shall not be permitted to work on State premises pursuant to this Contract.
- G) On-site Security requirement(s): For all conditions noted below, the TO Contractor's personnel may be barred from entrance or leaving any site until such time that the State conditions and queries are satisfied.
- 1) Any person who is an employee or agent of the TO Contractor or subcontractor and who enters the premises of a facility under the jurisdiction of the Agency may be searched, fingerprinted (for the purpose of a criminal history background check), photographed and required to wear an identification card issued by the Agency.
 - 2) Further, the TO Contractor, its employees and agents and Subcontractor employees and agents shall not violate Md. Code Ann., Criminal Law Art. Section 9-410 through 9-417 and such other security policies of the Agency that controls the facility to which access by the TO Contractor will be necessary. The failure of any of the TO Contractor's or Subcontractor's employees or agents to comply with any provision of the Contract that results from award of this solicitation is sufficient grounds for the State to immediately terminate that Contract for default.

SECTION 3 - TASK ORDER PROPOSAL FORMAT AND SUBMISSION REQUIREMENTS

3.1 REQUIRED RESPONSE

Each Master Contractor receiving this CATS TORFP must respond within the submission time designated in the Key Information Summary Sheet. Each Master Contractor is required to submit one of two possible responses: 1) a proposal or 2) a completed Master Contractor Response form (available off the CATS web site) to be submitted electronically.

3.2 FORMAT

If a Master Contractor elects to submit a TO Proposal, the Master Contractor shall do so in conformance with the requirements of this CATS TORFP. A TO Proposal shall provide the following:

3.2.1 THE TECHNICAL PORTION OF THE TO PROPOSAL SHALL INCLUDE

A) Proposed Personnel

- 1) Identify and provide resume for proposed personnel.
- 2) Provide the names and titles of all key management personnel who will be involved with supervising the services rendered under this TO Agreement.
- 3) Complete and provide Attachment 4 – Labor Classification Personnel Resume Summary.

B) Master Contractor and Subcontractor Experience and Capabilities

- 1) Provide three examples of projects that you have completed that were similar in scope to the one defined in this TORFP Scope of Work. Each of the three examples must include a reference complete with the following:
 - A) Name of organization.
 - B) Name, title, and telephone number of point-of-contact for the reference.
 - C) Type, and duration of contract(s) supporting the reference.
 - D) The services provided, scope of the contract and performance objectives satisfied as they relate to the scope of this TORFP.
 - E) Whether the Master Contractor is still providing these services and, if not, an explanation of why it is no longer providing the services to the client organization.
 - F) State of Maryland Experience: If applicable, the Master Contractor shall submit a list of all contracts it currently holds or has held within the past five years with any government entity of the State of Maryland. For each identified contract, the Master Contractor shall provide:
 - a) The State contracting entity,
 - b) A brief description of the services/goods provided,
 - c) The dollar value of the contract,
 - d) The term of the contract,
 - e) Whether the contract was terminated prior to the specified original contract termination date,
 - f) Whether any available renewal option was not exercised,

- g) The State employee contact person (name, title, telephone number and e-mail address).

This information will be considered as part of the experience and past performance evaluation criteria in the TORFP.

C) Proposed Services – Work Plan

- 1) Requirements: A detailed discussion of the Master Contractor’s understanding of the work and the Master Contractor’s capabilities, approach and solution to address the requirements outlined in TORFP Section 2.
- 2) Assumptions: A description of any assumptions formed by the Master Contractor in developing the Technical Proposal.
- 3) Risk Assessment: An assessment of any risks inherent in the work requirements and actions to mitigate these risks.
- 4) Proposed Solution: A description of the Master Contractor’s proposed solution to accomplish the specified work requirements.
- 5) Acceptance Criteria: A statement acknowledging the Master Contractor’s understanding of the acceptance criteria.

D) Subcontractors

- 1) Identify all proposed subcontractors and their full roles in the performance of this TORFP Scope of Work.

E) Confidentiality

- 1) A Master Contractor should give specific attention to the identification of those portions of its proposal that it considers confidential, proprietary commercial information or trade secrets, and provide justification why such materials, upon request, should not be disclosed by the State under the Public Information Act, Title 10, Subtitle 6, of the State Government Article of the Annotated Code of Maryland. Master Contractors are advised that, upon request for this information from a third party, the TO Procurement Officer will be required to make an independent determination regarding whether the information may be disclosed.

3.2.2 THE FINANCIAL RESPONSE OF THE TO PROPOSAL SHALL INCLUDE

- A) A description of any assumptions on which the Master Contractor’s Financial Proposal is based;
- B) Attachment 1 - Completed Financial Proposal.
 - 1) The Offeror shall propose the Hourly Labor Rate for the IT Project Director for each CATS master contract year. The Hourly Labor Rate proposed shall not exceed the Offeror’s CATS contract labor rates for the Program Manager labor category in the CATS master contract.
 - 2) The Average Hourly Labor Rate is the average (mean) of the proposed Hourly Labor Rates for each CATS contract year.

3.3 EVALUATION CRITERIA

The TO Contractor will be selected from among all eligible Master Contractors within the appropriate functional area responding to the CATS TORFP. In making the TO Agreement award determination, the TO Requesting Agency will consider all information submitted in accordance with TORFP Section 3.

The following are technical criteria for evaluating a TO Proposal in descending order of importance.

1. Experience and capabilities for the proposed personnel meeting the requirements set forth in TORFP Section 2.8.
2. Evaluation based on interviews conducted by the SRA at the location specified in this TORFP Section 1.10.
3. Proposed Services for the specified work as set forth in TORFP Section 2.2.

3.4 SELECTION PROCEDURES

- A) TO Proposals deemed technically qualified will have their financial proposal considered. All others will receive e-mail notice from the TO Procurement Officer of not being selected to perform the work.
- B) Qualified TO Proposal financial responses will be reviewed and ranked from lowest to highest price proposed.
- C) The most advantageous TO Proposal offer considering technical and financial submission shall be selected for the work assignment. In making this selection, the technical response has greater weight than price.

3.5 COMMENCEMENT OF WORK UNDER A TO AGREEMENT

Commencement of work in response to a TO Agreement shall be initiated only upon issuance of a fully executed TO Agreement, Purchase Order and by a Notice to Proceed authorized by the TO Procurement Officer (see TORFP Attachment 5 - Notice to Proceed).

EXHIBIT 1 – ACCESS TO CONFIDENTIAL INFORMATION
TO CONTRACTOR’S EMPLOYEES AND AGENTS WHO WILL BE GIVEN
ACCESS TO THE CONFIDENTIAL INFORMATION

Printed Name and Address
of Employee or Agent

Signature

Date

ATTACHMENT 1 – PRICE PROPOSAL (TIME AND MATERIALS)

FOR CATS TORFP # G20P7200021

Cost Factor	Hourly Labor Rate	Total Hours	Total Value (Rate * Hours)
Base Year			
Program Manager, Year One	\$	2400	\$
Option Years			
Program Manager, Year Two	\$	2400	\$
Program Manager, Year Three	\$	2400	\$
Program Manager, Year Four	\$	2400	\$
Total maximum award value	\$		\$

The Hourly Labor Rate is the actual rate the State will pay for services and must be recorded in dollars and cents. The Hourly Labor Rate proposed for each year cannot exceed the Master Contract Rate, but may be lower.

SUBMIT AS A .PDF FILE WITH THE FINANCIAL RESPONSE

Authorized Individual Name

Company Name

Title

Company Tax ID #

ATTACHMENT 2 – TASK ORDER AGREEMENT

CATS TORFP# G20P7200021 Number OF MASTER CONTRACT #050R5800338

This Task Order Agreement (“TO Agreement”) is made this day of Month, 200X by and between Task Order Contractor (TO Contractor) and the STATE OF MARYLAND, State Retirement Agency.

IN CONSIDERATION of the mutual premises and the covenants herein contained and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the parties agree as follows:

1. Definitions. In this TO Agreement, the following words have the meanings indicated:
 - a. “Agency” means the State Retirement Agency, as identified in the CATS TORFP # G20P7200021.
 - b. “CATS TORFP” means the Task Order Request for Proposals # G20P7200021, dated November 21, 2006, including any addenda.
 - c. “Master Contract” means the CATS Master Contract between the Maryland Department of Budget and Management and TO Contractor dated December 19, 2005.
 - d. “TO Procurement Officer” means Cathie Nash. The Agency may change the TO Procurement Officer at any time by written notice to the TO Contractor.
 - e. “TO Agreement” means this signed TO Agreement between State Retirement Agency and TO Contractor.
 - f. “TO Contractor” means the CATS Master Contractor awarded this TO Agreement, whose principal business address is _____ and whose principal office in Maryland is _____.
 - g. “TO Manager” means Anne Budowski of the Agency. The Agency may change the TO Manager at any time by written notice to the TO Contractor.
 - h. “TO Proposal - Technical” means the TO Contractor’s technical response to the CATS TORFP dated November 21, 2006 – Technical.
 - i. “TO Proposal – Financial” means the TO Contractor’s financial response to the CATS TORFP dated November 21, 2006 - Financial.
 - j. “TO Proposal” collectively refers to the TO Proposal – Technical and TO Proposal – Financial.
2. Scope of Work
 - 2.1 This TO Agreement incorporates all of the terms and conditions of the Master Contract and shall not in any way amend, conflict with or supersede the Master Contract.
 - 2.2 The TO Contractor shall, in full satisfaction of the specific requirements of this TO Agreement, provide the services set forth in Section 2 of the CATS TORFP. These services shall be provided in accordance with the Master Contract, this TO Agreement, and the following Exhibits, which are attached and incorporated herein by reference. If there is any conflict among the Master Contract, this TO Agreement, and these Exhibits, the terms of the Master Contract shall govern. If there is any conflict between this TO Agreement and any of these Exhibits, the following order of precedence shall determine the prevailing provision:
 - a. The TO Agreement,
 - b. Exhibit A – CATS TORFP
 - c. Exhibit B – TO Proposal-Technical
 - d. Exhibit C – TO Proposal-Financial

2.3 The TO Procurement Officer may, at any time, by written order, make changes in the work within the general scope of the TO Agreement. No other order, statement or conduct of the TO Procurement Officer or any other person shall be treated as a change or entitle the TO Contractor to an equitable adjustment under this Section. Except as otherwise provided in this TO Agreement, if any change under this Section causes an increase or decrease in the TO Contractor's cost of, or the time required for, the performance of any part of the work, whether or not changed by the order, an equitable adjustment in the TO Agreement price shall be made and the TO Agreement modified in writing accordingly. The TO Contractor must assert in writing its right to an adjustment under this Section within thirty (30) days of receipt of written change order and shall include a written statement setting forth the nature and cost of such claim. No claim by the TO Contractor shall be allowed if asserted after final payment under this TO Agreement. Failure to agree to an adjustment under this Section shall be a dispute under the Disputes clause of the Master Contract. Nothing in this Section shall excuse the TO Contractor from proceeding with the TO Agreement as changed.

3. Time for Performance

Unless terminated earlier as provided in the Master Contract, the TO Contractor shall provide the services described in the TO Proposal and in accordance with the CATS TORFP on receipt of a Notice to Proceed from the TO Manager. The term of this TO Agreement is for a period of one (1) year with three (3) one year options. The term of this TO Agreement shall commence on the date of Notice to Proceed and terminate 12 months later, unless the SRA, in its sole discretion, notifies the TO Contractor at least 30 days before the termination date of the original TO Agreement term or of any option year that it is exercising its option to extend.

4. Consideration and Payment

- 4.1 The consideration to be paid the TO Contractor shall be done so in accordance with the CATS TORFP and shall not exceed \$total amount of task order. Any work performed by the TO Contractor in excess of the not-to-exceed ceiling amount of the TO Agreement without the prior written approval of the TO Manager is at the TO Contractor's risk of non-payment.
- 4.2 Payments to the TO Contractor shall be made as outlined Section 2 of the CATS TORFP, but no later than thirty (30) days after the Agency's receipt of an invoice for services provided by the TO Contractor, acceptance by the Agency of services provided by the TO Contractor, and pursuant to the conditions outlined in Section 4 of this Agreement.
- 4.3 Each invoice for services rendered must include the TO Contractor's Federal Tax Identification Number which is Federal ID number. Charges for late payment of invoices other than as prescribed by Title 15, Subtitle 1, of the State Finance and Procurement Article, Annotated Code of Maryland, as from time-to-time amended, are prohibited. Invoices must be submitted to the Agency TO Manager unless otherwise specified herein.
- 4.4 In addition to any other available remedies, if, in the opinion of the TO Procurement Officer, the TO Contractor fails to perform in a satisfactory and timely manner, the TO Procurement Officer may refuse or limit approval of any invoice for payment, and may cause payments to the TO Contractor to be reduced or withheld until such time as the TO Contractor meets performance standards as established by the TO Procurement Officer.

IN WITNESS THEREOF, the parties have executed this TO Agreement as of the date hereinabove set forth.

TO Contractor Name

By: Type or Print TO Contractor POC

Date

Witness: _____

STATE OF MARYLAND, State Retirement Agency

By: Cathie Nash, TO Procurement Officer

Date

Witness: _____

ATTACHMENT 3 – CONFLICT OF INTEREST AFFIDAVIT AND DISCLOSURE

- A) "Conflict of interest" means that because of other activities or relationships with other persons, a person is unable or potentially unable to render impartial assistance or advice to the State, or the person's objectivity in performing the contract work is or might be otherwise impaired, or a person has an unfair competitive advantage.
- B) "Person" has the meaning stated in COMAR 21.01.02.01B(64) and includes a bidder, Offeror, Contractor, consultant, or subcontractor or subconsultant at any tier, and also includes an employee or agent of any of them if the employee or agent has or will have the authority to control or supervise all or a portion of the work for which a bid or offer is made.
- C) The bidder or Offeror warrants that, except as disclosed in §D, below, there are no relevant facts or circumstances now giving rise or which could, in the future, give rise to a conflict of interest.
- D) The following facts or circumstances give rise or could in the future give rise to a conflict of interest (explain in detail—attach additional sheets if necessary):
- E) The bidder or Offeror agrees that if an actual or potential conflict of interest arises after the date of this affidavit, the bidder or Offeror shall immediately make a full disclosure in writing to the procurement officer of all relevant facts and circumstances. This disclosure shall include a description of actions which the bidder or Offeror has taken and proposes to take to avoid, mitigate, or neutralize the actual or potential conflict of interest. If the contract has been awarded and performance of the contract has begun, the Contractor shall continue performance until notified by the procurement officer of any contrary action to be taken.

I DO SOLEMNLY DECLARE AND AFFIRM UNDER THE PENALTIES OF PERJURY THAT THE CONTENTS OF THIS AFFIDAVIT ARE TRUE AND CORRECT TO THE BEST OF MY KNOWLEDGE, INFORMATION, AND BELIEF.

Date: _____ By: _____

(Authorized Representative and Affiant)

SUBMIT AS A .PDF FILE WITH TO RESPONSE

ATTACHMENT 4 – LABOR CLASSIFICATION PERSONNEL RESUME SUMMARY

INSTRUCTIONS:

1. Master Contractors must comply with all personnel requirements under the Master Contract RFP 050R5800338.
2. Only labor categories proposed in the Master Contractors Financial Proposal may be proposed under the CATS TORFP process.
3. For each person proposed in any of the labor categories, complete one Labor Category Personnel Resume Summary to document how the proposed person meets each of the minimum requirements.

For example: If you propose John Smith, who is your subcontractor, and you believe he meets the requirements of the Group Facilitator, you will complete the top section of the form by entering John Smith's name and the subcontractor's company name. You will then complete the right side of the Group Facilitator form documenting how the individual meets each of the requirements. Where there is a time requirement such as three months experience, you must provide the dates from and to showing an amount of time that equals or exceeds mandatory time requirement; in this case, three months.

4. Each form also includes examples of duties to perform. The proposed person must be able to fulfill those duties.
5. For each subject matter expert, the State will identify the particular area of expertise and the Master Contractor shall provide proof the individual has qualifications within that area of expertise.
6. Additional information may be attached to each Labor Category Personnel Resume Summary that may assist a full and complete understanding of the individual being proposed.

ATTACHMENT 5 – NOTICE TO PROCEED

Month Day, Year

TO Contractor Name

TO Contractor Mailing Address

Re: CATS Task Order Agreement # G20P7200021

Dear TO Contractor Contact:

This letter is your official Notice to Proceed as of Month Day, Year, for the above-referenced Task Order Agreement. Anne Budowski of the State Retirement Agency will serve as your contact person on this Task Order. Ms. Budowski can be reached at 410-625-5653 and abudowsk@sra.state.md.us.

Enclosed is an original, fully executed Task Order Agreement and purchase order.

Sincerely,

Cathie Nash

Task Order Procurement Officer

Enclosures (2)

cc: Anne Budowski

Procurement Liaison Office, Office of Information Technology, DBM

Project Management Office, Office of Information Technology, DBM

ATTACHMENT 6 – AGENCY RECEIPT OF DELIVERABLE FORM

I acknowledge receipt of the following:

TORFP Title: MPAS Program Management Services

TO Agreement Number: # G20P7200021

Title of Deliverable: _____

TORFP Reference Section # _____

Deliverable Reference ID # _____

Name of TO Manager: Anne Budowski

TO Manager Signature

Date Signed

Name of TO Contractor's Project Manager: _____

TO Contractor's Project Manager Signature

Date Signed

SUBMIT AS REQUIRED IN SECTION 2.6 OF THE TORFP.

ATTACHMENT 7 – AGENCY ACCEPTANCE OF DELIVERABLE FORM

Agency Name: State Retirement Agency

TORFP Title: MPAS Program Management Services

TO Manager: Anne Budowski, 410-625-5653

To:

The following deliverable, as required by TO Agreement # G20P7200021, has been received and reviewed in accordance with the TORFP.

Title of deliverable: _____

TORFP Contract Reference Number: Section # _____

Deliverable Reference ID # _____

This deliverable:

Is accepted as delivered.

Is rejected for the reason(s) indicated below.

REASON(S) FOR REJECTING DELIVERABLE:

OTHER COMMENTS:

TO Manager Signature

Date Signed

ISSUED BY THE TO MANAGER AS REQUIRED IN SECTION 2.6 OF THE TORFP.

ATTACHMENT 8 – NON-DISCLOSURE AGREEMENT (TO CONTRACTOR)

THIS NON-DISCLOSURE AGREEMENT (“Agreement”) is made as of this ___ day of _____, 200___, by and between the State of Maryland (“the State”), acting by and through its State Retirement Agency (the “Department”), and _____ (“TO Contractor”), a corporation with its principal business office located at _____ and its principal office in Maryland located at _____.

RECITALS

WHEREAS, the TO Contractor has been awarded a Task Order Agreement (the “TO Agreement”) for MPAS Program Management Services TORFP No. G20P7200021 dated November 21, 2006, (the “TORFP”) issued under the Consulting and Technical Services procurement issued by the Department, Project Number 050R5800338; and

WHEREAS, in order for the TO Contractor to perform the work required under the TO Agreement, it will be necessary for the State to provide the TO Contractor and the TO Contractor’s employees and agents (collectively the “TO Contractor’s Personnel”) with access to certain confidential information regarding _____ (the “Confidential Information”).

NOW, THEREFORE, in consideration of being given access to the Confidential Information in connection with the TORFP and the TO Agreement, and for other good and valuable consideration, the receipt and sufficiency of which the parties acknowledge, the parties do hereby agree as follows:

1. Confidential Information means any and all information provided by or made available by the State to the TO Contractor in connection with the TO Agreement, regardless of the form, format, or media on or in which the Confidential Information is provided and regardless of whether any such Confidential Information is marked as such. Confidential Information includes, by way of example only, information that the TO Contractor views, takes notes from, copies (if the State agrees in writing to permit copying), possesses or is otherwise provided access to and use of by the State in relation to the TO Agreement.
2. TO Contractor shall not, without the State’s prior written consent, copy, disclose, publish, release, transfer, disseminate, use, or allow access for any purpose or in any form, any Confidential Information provided by the State except for the sole and exclusive purpose of performing under the TO Agreement. TO Contractor shall limit access to the Confidential Information to the TO Contractor’s Personnel who have a demonstrable need to know such Confidential Information in order to perform under the TO Agreement and who have agreed in writing to be bound by the disclosure and use limitations pertaining to the Confidential Information. The names of the TO Contractor’s Personnel are attached hereto and made a part hereof as Exhibit A. Each individual whose name appears on Exhibit A shall execute a copy of this Agreement and thereby be subject to the terms and conditions of this Agreement to the same extent as the TO Contractor. TO Contractor shall update Exhibit A by adding additional names as needed, from time to time.
3. If the TO Contractor intends to disseminate any portion of the Confidential Information to non-employee agents who are assisting in the TO Contractor’s performance of the TORFP or who will otherwise have a role in performing any aspect of the TORFP, the TO Contractor shall first obtain the written consent of the State to any such dissemination. The State may grant, deny, or condition any such consent, as it may deem appropriate in its sole and absolute subjective discretion.
4. TO Contractor hereby agrees to hold the Confidential Information in trust and in strictest confidence, to adopt or establish operating procedures and physical security measures, and to take all other measures necessary to protect the Confidential Information from inadvertent release or disclosure to unauthorized third parties and to prevent all or any portion of the Confidential Information from falling into the public domain or into the possession of persons not bound to maintain the confidentiality of the Confidential Information.
5. TO Contractor shall promptly advise the State in writing if it learns of any unauthorized use, misappropriation, or disclosure of the Confidential Information by any of the TO Contractor’s Personnel or the TO Contractor’s former Personnel. TO Contractor shall, at its own expense, cooperate with the State in seeking injunctive or other equitable relief against any such person(s).
6. TO Contractor shall, at its own expense, return to the Department, all copies of the Confidential Information in its care, custody, control or possession upon request of the Department or on termination of the TO Agreement.
7. A breach of this Agreement by the TO Contractor or by the TO Contractor’s Personnel shall constitute a breach of the TO Agreement between the TO Contractor and the State.

8. TO Contractor acknowledges that any failure by the TO Contractor or the TO Contractor's Personnel to abide by the terms and conditions of use of the Confidential Information may cause irreparable harm to the State and that monetary damages may be inadequate to compensate the State for such breach. Accordingly, the TO Contractor agrees that the State may obtain an injunction to prevent the disclosure, copying or improper use of the Confidential Information. The TO Contractor consents to personal jurisdiction in the Maryland State Courts. The State's rights and remedies hereunder are cumulative and the State expressly reserves any and all rights, remedies, claims and actions that it may have now or in the future to protect the Confidential Information and/or to seek damages from the TO Contractor and the TO Contractor's Personnel for a failure to comply with the requirements of this Agreement. In the event the State suffers any losses, damages, liabilities, expenses, or costs (including, by way of example only, attorneys' fees and disbursements) that are attributable, in whole or in part to any failure by the TO Contractor or any of the TO Contractor's Personnel to comply with the requirements of this Agreement, the TO Contractor shall hold harmless and indemnify the State from and against any such losses, damages, liabilities, expenses, and/or costs.
9. TO Contractor and each of the TO Contractor's Personnel who receive or have access to any Confidential Information shall execute a copy of an agreement substantially similar to this Agreement and the TO Contractor shall provide originals of such executed Agreements to the State.
10. The parties further agree that:
 - a. This Agreement shall be governed by the laws of the State of Maryland;
 - b. The rights and obligations of the TO Contractor under this Agreement may not be assigned or delegated, by operation of law or otherwise, without the prior written consent of the State;
 - c. The State makes no representations or warranties as to the accuracy or completeness of any Confidential Information;
 - d. The invalidity or unenforceability of any provision of this Agreement shall not affect the validity or enforceability of any other provision of this Agreement;
 - e. Signatures exchanged by facsimile are effective for all purposes hereunder to the same extent as original signatures; and
 - f. The Recitals are not merely prefatory but are an integral part hereof.

TO Contractor/TO Contractor's Personnel:

State Retirement Agency:

Name: _____

Name: _____

Title: _____

Title: _____

Date: _____

Date: _____

Submit as required in Section 1.6 of the TORFP

ATTACHMENT 9 – TO CONTRACTOR PERFORMANCE EVALUATION AND STANDARDS

Performance Evaluation and Standards	Exceeds	Acceptable	Needs Improvement	Comment
1. Were Deliverable(s) completed on time				
2. Stakeholder Satisfaction				
3. Quality of Work				
4. Responsiveness to Deliverable request(s)				
5. Have expectations been met				
6. Responsiveness of staff to inquiries				
7. Knowledge of staff				
8. Professionalism of staff				
9. Courtesy of staff				
10. MPAS products are produced in accordance with the State of Maryland Systems Development Life Cycle				
11. Overall level of service provided				
Overall Comments:				

TO Manager's Signature

Date of Signature

Contractor's Designated Authority's Signature

Date of Signature

Printed Name _____

Printed Title _____